Digital Satellite Receiver

User's Manual

IR-ACE II
IR-FREE
IR-TWIN
XD-200

www.humaxdigital.com

Think Nature

HUMAX

Notice

Thank you for purchasing a HUMAX product. Please read this user's manual carefully to be able to safely install, use and maintain the product at maximum performance. Keep this user's manual next to your product for future reference. The information in this user's manual is subject to change without notice.

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Warranty

This warranty does not cover parts which may become defective due to misuse of the information contained in this manual.

Trademarks

Irdeto is a trademark of Irdeto Access B.V.

Notice

Warnings, Cautions and Notes

Throughout the whole manual, pay special attention to the following marks that indicate hazardous situations.

- **Warning**
  Indicates a hazardous situation which could result in serious injury.
- **Caution**
  Indicates a situation which could damage the equipment or other apparatus.
- **Note**
  Indicates additional information to make the user aware of possible problems and information of any importance to help understand, use, and maintain the installation.

Meaning of Symbols

To reduce the risk of electric shock, do not remove cover(or back). No user serviceable parts inside. Refer servicing to qualified service personnel.

This symbol indicates dangerous voltage inside the product that presents a risk of electric shock or personal injury.

This symbol indicates important instructions accompanying the product.

Instruction about the 'WEEE' Symbol

This product should not be disposed with other household wastes at the end of its working life. Please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. This will prevent possible harm to the environment or human health from uncontrolled waste disposal.

Domestic users: Please contact either the retailer where you purchased this product or their local government office for details of where and how they can take this item for environmentally safe recycling.

Business users: Contact your supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Safety Warning

This product has been manufactured to comply with international safety standards. Please read the following safety precautions carefully.

Safety Instructions and Precautions

1. **MAINS SUPPLY**
   90-250V AC 50/60Hz
   - Operate this product only from the type of power supply indicated on the marking label. If you are not sure of the type of power supplied to your home, consult your local power company.
   - Disconnect the product from the mains before you start any maintenance or installation procedures.
2. **OVERLOADING**
   - Do not overload a wall outlet, extension cord or adapter as this may result in electric fire or shock.
3. **LIQUID**
   - The product should not be exposed to liquid of any kind. In addition, no objects filled with liquid should be placed on the apparatus.
4. **CLEANING**
   - Disconnect the product from the wall outlet before cleaning.
   - Use a light damp cloth (no solvents) to dust the product.
5. **VENTILATION**
   - The slots on top of the product must be left uncovered to allow proper airflow into the unit.
   - Do not stand the product on soft furnishings or carpets.
   - Do not stack electronic equipments on top of the product.
6. **ATTACHMENTS**
   - Do not use any unsupported attachments as these may be hazardous or cause damage to the product.
7. **CONNECTION TO THE SATELLITE DISH LNB**
   - Disconnect the product from the mains before connecting or disconnecting the cable from the satellite dish. Failure to do so can damage the LNB.
8. **CONNECTION TO THE TV**
   - Disconnect the product from the mains before connecting or disconnecting the cable from the TV. Failure to do so can damage the TV.
9. **EARTHING**
   - The LNB cable must be earthed to the system earth for the satellite dish.

10.LOCATION

- Place the product indoors to avoid exposing it to lightning, rain or sun.
- Do not place it near a radiator or heat register.
- Make sure it has more than 10 cm clearance from any appliances susceptible to electromagnetic influences, such as a TV or a VCR.
- Do not block the openings with any object, and do not place the product on a bed, sofa, rug, or other similar surface.
- If you place the product on a rack or a bookcase, ensure that there is adequate ventilation and that you have followed the manufacturer's instructions for mounting.
- Do not place the product on an unstable cart, stand, tripod, bracket, or table where it can fall.
- A falling product can cause serious injury to a child or adult, and serious damage to the appliance.

11.LIGHTNING, STORM OR NOT IN USE

- Unplug the product from the wall outlet and disconnect the antenna during a thunderstorm or when left unattended and unused for long periods of time. This will prevent damage to the unit due to lightning and power-surges.

12.EXTRANEOUS OBJECTS

- Do not insert anything through the openings in the unit, where they can touch dangerous voltage points or damage parts.

13.REPLACEMENT OF PARTS

- When replacement of parts is required, be sure the service technician uses replacement parts specified by the manufacturer or those that have the same characteristics as the original part. Unauthorized substitution may result in additional damage to the unit.

Safety Warning

Warning

The mains plug, as a disconnection device, shall remain readily accessible by the user.

1. **To avoid damage of the power cord or plug;**
   - Do not modify or process the power cord or plug arbitrarily.
   - Do not bend or twist the power cord.
   - Make sure to disconnect the power cord holding the plug.
   - Keep heating appliances as far as possible from the power cord in order to prevent the cover vinyl from melting.
   - The main plug shall remain readily operable.
2. **To avoid electrical shock;**
   - Do not open the main body.
   - Do not insert metal or inflammable objects inside the product.
   - Do not touch the power plug with wet hands.
   - Disconnect the power cord in case of lightning.
3. **To avoid damage of product;**
   - Do not use the product when it is out of order. If you continue to use the product when defective, serious damage can be caused to it. Make sure to contact your local product distributor if the product is out of order.
   - Do not insert metal or alien substance into the slots for the modules or Smartcards. It may cause damage to the product and reduce its life span.

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1. Before Using the Product

This chapter provides detailed instructions on the product and its accessories.

1.1 Package Contents

Please check all package contents before using your product.

Note:

- Faults may occur if the remote control is left without battery for a long time. Always keep the battery inserted in the remote control.
- Package contents may vary according to area.
- The front and rear of the product are subject to change without notice.

1.2 Front Panel

1. **STANDBY LED**
   Red light is emitted when the product is in standby mode.

2. **STANDBY BUTTON**
   Switches between operation and standby modes.

3. **VOL BUTTON**
   Display the volume bar.

4. **CH-/CH+ or VOL-/VOL+ BUTTON**
   Moves the TV/Radio channel or volume up/down.

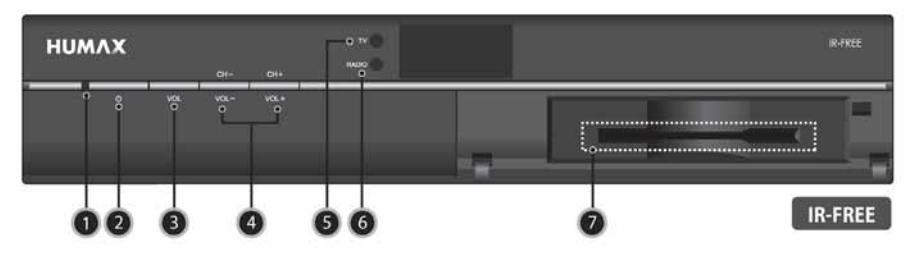
5. **TV LED**
   Green light is emitted when the product is in TV mode.

6. **RADIO LED**
   Amber light is emitted when the product is in radio mode.

7. **SMARTCARD SLOT**
   A slot for a Smartcard

Note: The front of the product is subject to change without notice.

1. Before Using the Product



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   Green light is emitted when the product is in TV mode.

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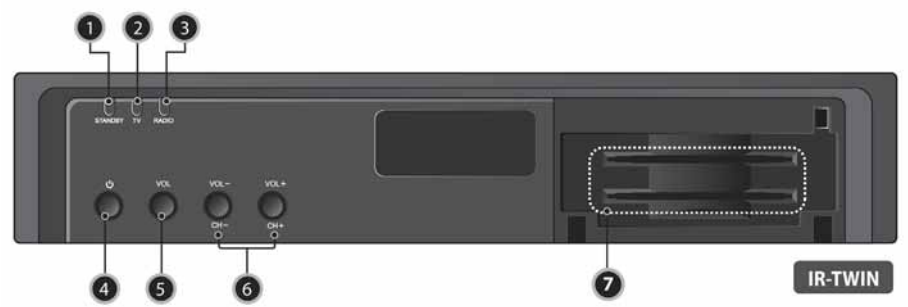

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   Red light is emitted when the product is in standby mode.

2. **TV LED**
   Green light is emitted when the product is in TV mode.

3. **RADIO LED**
   Amber light is emitted when the product is in radio mode.

4. **STANDBY BUTTON**
   Switches between operation and standby modes.

5. **VOL BUTTON**
   Display the volume bar.

6. **CH-/CH+ or VOL-/VOL+ BUTTON**
   Moves the TV/Radio channel or volume up/down.

7. **SMARTCARD SLOT**
   Slots for Smartcards

Note: The front of the product is subject to change without notice.

1. Before Using the Product

1. **STANDBY LED**
   Red light is emitted when the product is in standby mode.

2. **STANDBY BUTTON**
   Switches between operation and standby modes.

3. **VOL BUTTON**
   Display the volume bar.

4. **CH-/CH+ or VOL-/VOL+ BUTTON**
   Moves the TV/Radio channel or volume up/down.

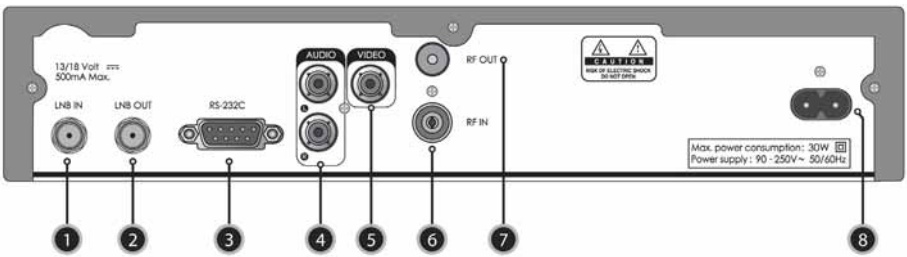
5. **TV LED**
   Green light is emitted when the product is in TV mode.

6. **RADIO LED**
   Amber light is emitted when the product is in radio mode.

7. **SMARTCARD SLOT**
   A slot for a Smartcard

Note: The front of the product is subject to change without notice.

1.3 Rear Panel



1. **LNB IN**
   Connects a satellite antenna cable.

2. **LNB OUT**
   Connects another digital satellite receiver.

3. **RS-232C**
   Connects to the PC to update software.

4. **AUDIO L/R**
   Connects to the TV or VCR using an RCA cable.

5. **VIDEO**
   Connects to the TV or VCR using an RCA cable.

6. **RF IN**
   Connects to the general aerial antenna or cable.

7. **RF OUT**
   Connects to the RF IN of the TV using an RF cable.

8. **POWER CORD**
   Connects to the power cord.

Note: The rear panel of the product is subject to change without notice.

1.4 Remote Control

1. **Mute**
   Mutes or unmutes the audio temporarily.
2. **UHF**
   Displays the UHF menu.
3. **SOURCE**
   Currently not supported.
4. **NUMERIC(0-9) BUTTONS**
   Enter a TV/radio channel number.
5. **FAV**
   Currently not supported.
6. **i(Information)-RED**
   Displays the channel and programme information.
7. **SOUNDTRACK-GREEN**
   Displays the soundtrack list.
8. **GUIDE**
   Displays TV Guide.
9. **ARROW BUTTONS**
   Changes the channel or moves the cursor up, down left or right.
10. **EXIT**
    Exits all On-Screen Display (OSD) screen.
11. **HEPG**
    Switches between Humax EPG and Standard EPG.(Not available in IR-ACE II UBI)
12. **VOL+/VOL-**
    Adjusts the audio volume.
13. **TEXT**
    Currently not supported.
14. **?**
    Currently not supported.

Note: The remote control of the product is subject to change without notice.

1. Before Using the Product

15.STANDBY
Switches between the operation and standby modes.

16.TV/RADIO
Switches between TV and Radio modes.

17.WIDE
Sets the display format.

18.MENU
Displays the main menu.

19.ZOOM-BLUE
Enlarges the picture.

20.SUBTITLE-YELLOW
Displays the subtitle language list.

21.TIME-WHITE
Displays the reservation box while watching a programme. Displays the time box in the guide.

22.OK
Select a menu or confirms the selected operation.

23.RECALL
Returns to the previous channel.

24.P+/P-
Changes the channel or page.

25.SLEEP
Sets the sleep time.

26.E-MAIL
Displays the mail box screen.

27.FREEZE
Freezes the TV screen you are watching. Does not cease audio.

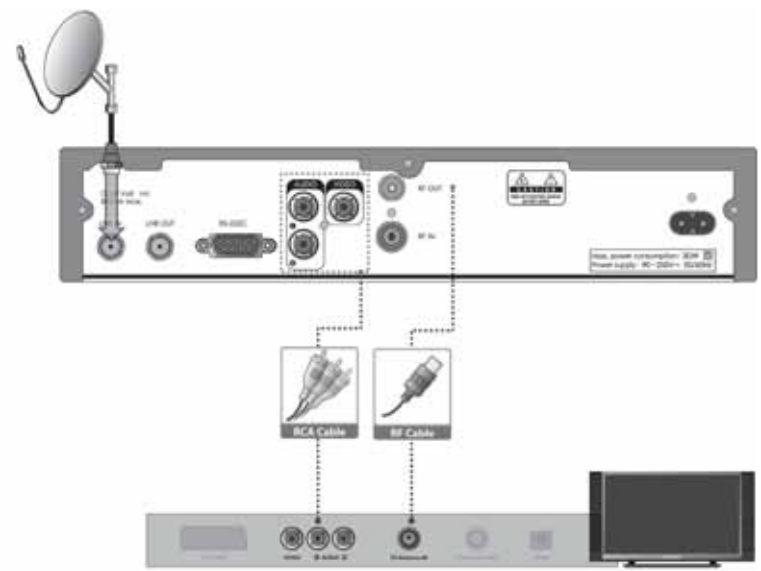
**** COLOUR BUTTONS (R/G/Y/B/W)**

Select colour buttons for interactive applications.

2. Setup

You can connect the product to the TV with the particular equipments for gaining optimum signal quality. The product provides various interfaces to connect to the TV, VCR or other devices. Select the most appropriate procedure depending on the equipment you have.

1. Connect the antenna to the LNB IN.
2. Connect the product and the TV using an RCA cable.
3. Connect the product and the TV using an RF cable.
4. Connect the power cord of the product to a wall outlet.
5. Power on by pressing the **STANDBY** button of the remote control or the **STANDBY** button at the front of the product.



Note:

- Connect your aerial or cable to the RF IN to watch analogue channels.
- Tune the TV to an UHF channel if the product is connected to the TV using an RF cable.

3. Installation Wizard

When powering on your product for the first time after purchase, the installation wizard will operate automatically.

3.1 Language

Select the appropriate language from the list and press the **OK** button to save. You can also select the language using the **COLOUR** buttons.

3.2 Humax Auto Search

You can search satellite and channels.

Warning: Please note that once you perform **Humax Auto Search**, all data such as antenna setting information, channel list and Smartcard information you have already set are deleted.

1. Select the kind of dish to search satellite. If you select ***Motorised dish***, channel search will be skipped. You can configure the setting in the antenna setting menu.
2. Satellite search will activate.
3. After completing the search operation, the result window will be displayed.

Note: Humax Auto Search is not available in IR-ACE II UBI

3. Installation Wizard

3.3 Time Setting

You can set the current time.

Select ***Current Time/Time Offset/Daylight-Saving Time*** and set an option.

Note: Set the current time to receive accurate TV guide information.

3.4 Result

After all setting is complete, you can view the result screen. Press the **OK** button to complete the installation wizard.

4. Channel List

You can display the channel list and switch to other channels.

Five types of channel lists are provided for quick and easy channel search.

All (RED)	The list of all TV/radio channels
Favourite (GREEN)	The lists of favourite channels • **Auto :** The list of channels classified by frequency in favourite channel list. • **Smartcard :** The list of channels classified by Smartcard in favourite channel list (if available). • **FTA :** The list of channels classified by free to air in favourite channel list. • **CAS IR :** TThe list of channels classified by CAS Irdeto in favourite channel list. • **CAS ETC:** The list of channels classified by CAS except Irdeto in favourite channel list. • **Humax EPG:** The list of channels classified by Humax EPG in favourite channel list. • **A~D :** The list of favourite channels with four subgroups that you can organize channels by your private taste.
Bouquet (YELLOW)	The lists of channels classified by bouquets
Satellite (BLUE)	The lists of channels classified by satellites
Alphabet (WHITE)	The lists of channels classified by alphabet

Note:

- Press the **EXIT** button to exit the channel list.
- The sub-groups of favourite channel list exist only after configuration.
- Each time you press the **TV/RADIO** button while the channel list is displayed, the channel list will be switched between TV and radio channel list.

4. Channel List

4.1 Simple/Advanced Channel List

1. Press the **OK** button while viewing a programme to display the channel list. You can also display the channel list by selecting ***MENU>Channel List>Simple/Advanced***.
2. Press the **COLOUR** button to display the corresponding channel list.

4.2 Option in Channel List

1. Press the **MENU** button while the channel list is displayed.
2. Press the **EXIT** button to save the changes.

Add	To add a channel to the favourite groups, select **Favourites** and select one or more groups from the four favourite groups. Then press the **OK** button.
Lock	To lock a channel, select ***Lock*** and press the ◀/▶ button. When unlocking a locked channel, a pop-up requiring your PIN-Code will appear. Enter your PIN-Code.
Skip	To skip a channel, select ***Skip*** and press the ◀/▶ button.
Delete	To delete a channel, select ***Delete*** and press the **OK** button. A pop-up will appear. Select ***Yes*** and press the **OK** button to confirm your choice.

Tip:

- The default PIN-Code is 0000.
- The default PIN-Code is 8272. (IR-ACE II UBI only)
- If you have forgotten your PIN-Code, please contact your local product distributor.

5. TV Guide

5.1 Viewing TV Guide

You can view the detailed programme information of each channel in time and date order. Press the **GUIDE** button or press the **MENU** button and select ***TV Guide***. Press the **EXIT** button to exit the TV guide screen.

1. Channel & programme information
2. Video preview window and channel number
3. Indication of present time
4. Present date and time
5. Group name
6. Icon
7. Table date & time range

Displayed only when there is any information of programme.

Displayed only if the programme is reserved for watching.

Represents parental level. Indicates the minimum level of age for viewing the programme.

Displayed only when the channel is a scrambled channel.

5.2 Using TV Guide

You can also customise your own programme guide to list the channels or programmes of interest to you and schedule your viewing using the programme information.

Style	Each time you press the **RED** button, the style of TV guide changes in main, weekly, quick mode order.
Find	Press the **GREEN** button to find a programme. You can select ***Keyword*** and ***Genre*** using the ▲/▼ button
Schedule	Press the **YELLOW** button to display the list of the reserved programme. • Press the **RED** button to delete the programme. • Press the **GREEN** button to make new reservations.
Group	Press the **BLUE** button. A pop-up will appear. Press the **COLOUR** button to display the corresponding channel group and select the sub channel group.
Humax EPG	You can view the programme information of all channels using Humax EPG. Press the **HEPG** button to display the Humax EPG. Press the **HEPG** button again to switch to the standard EPG.

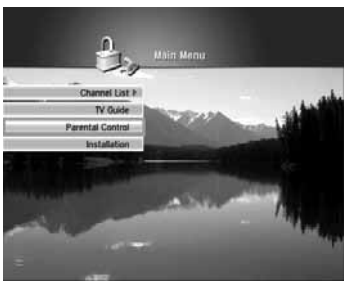
Note:

- All features are similar to those of standard EPG.
- You can use Humax EPG only when the antenna is set to Nilesat.
- Humax EPG is not available in IR-ACE II UBI.

6. Parental Control

You can set rating limits for each programme according to the age of the viewer or change your previous PIN-Code.

1. Press the **MENU** button.
2. Select ***Parental Control*** and press the **OK** button. You will be prompted to enter your PIN-Code. Enter the PIN-Code using the **NUMERIC(0-9)** buttons.



Tip:

- The default PIN-Code is 0000.
- The default PIN-Code is 1234. (IR-ACE II UBI only)
- If you have forgotten your PIN-Code, please contact your local product distributor.

7. Installation

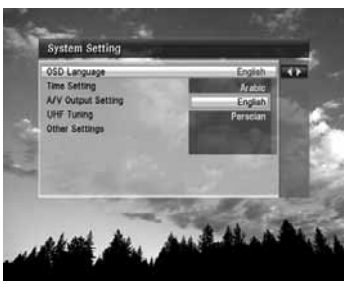
You can configure the installation setting and perform channel search.

Tip:

- The default PIN-Code is 0000.
- The default PIN-Code is 8272. (IR-ACE II UBI only)
- If you have forgotten your PIN-Code, please contact your local product distributor.

7.1 System Setting

1. Press the **MENU** button.
2. Select ***Installation*** and press the **OK** button.
3. Select ***System Setting*** and press the **OK** button.



OSD Language

can set the default language for menu, audio, and subtitle.

Time Setting

You can set the current time, and turn the product on or off automatically. Once you set the Wakeup time and Sleep time, the product is turned on and off everyday.

A/V Output Setting

You can adjust the audio output, match the screen ratio to your TV, select display format according to the screen ratio, select TV standard.

UHF Tuning

You can select the channels and set the PAL standard and offset to adjust fine tuning setting.

CH21~CH69	PAL I/G for Europe
CH28~CH69	PAL B for Europe/Australia
CH13~CH62	PAL D for China
CH21~CH69	PAL K for Russia

Note: You must tune the TV to an UHF channel, if the product is connected to the TV using the RF cable.

Other Settings

You can adjust the OSD transparency, set the display time of the i-plate when switching services and set OSD skin, screen saver and waiting time.

7.2 Organising Channels

1. Press the **MENU** button.
2. Select ***Installation*** and press the **OK** button.
3. Select ***Organising Channels*** and press the **OK** button.

Organising TV/Radio Channels>Organising All Channels

You can delete, move, lock, skip or rename the channels you have chosen.

Delete	Press the **RED** button to select the channel you want to delete.
Move	Press the **GREEN** button to select the channel you want to move. Move the cursor to the destination in the channel list and press the **OK** button.
Lock	Press the **YELLOW** button to select the channel you want to lock. To watch locked channels, you will be prompted to enter your PIN-Code.
Skip	Press the **BLUE** button to select the channel you want to skip. To cancel, press the **BLUE** button again.
Rename	Press the **WHITE** button to select the channel you want to rename. A keyboard will appear. Enter the name on the keyboard screen. When entering the channel name is complete, press the **YELLOW** button.

Organising TV/Radio Channels>Organising Favourite Group A~D

You can add channels to favourite list. Select a channel in the channel list you want and press the **OK** button.

Organising Satellite

You can delete a satellite. Select from the satellite list and press the **RED** button.

7.3 Channel Search

1. Press the **MENU** button.
2. Select ***Installation*** and press the **OK** button.
3. Select ***Channel Search*** and press the **OK** button.

Humax Auto Search

You can automatically search satellites and channels without entering any other information. Refer to the **3.2 Humax Auto Search**.

Antenna Setting

You can set antenna and LNB information to search services.

Fixed Antenna	You can set antenna and LNB information to search services
Motor Antenna	Set ***Motorised System*** in antenna setting to ***Enable*** before performing channel search.

Automatic Search

You can automatically search the satellite without entering any other information.

Manual Search

You can search services of the selected satellite by transponders using the transponder information.

SMATV Search

You can search SMATV automatically or manually.

Note: Humax Auto Search is not available in IR-ACE II UBI.

7.4 Status

1. Press the **MENU** button.
2. Select ***Installation*** and press the **OK** button.
3. Select ***Status*** and press the **OK** button.

STB Status

You can confirm the information of the STB.

Signal Detection

You can display the percentage of signal strength and quality.

Humax SW Update

You can update software automatically or manually. When completing the software update, the product is automatically powered off and again.

Note: To perform software update, you will be prompted to enter your PIN-Code. Enter the PIN-Code using the **NUMERIC(0~9)** buttons.

Irdeto SW Update

When OTA is available, ***Irdeto SW Update*** is activated.

Conditional Access

You can check the information of the conditional access components.

Mail Message

You can receive mail sent by the broadcasting company.

7.5 Default Setting

You can restore the product to the factory default.

1. Press the **MENU** button.
2. 2. Select ***Installation*** and press the **OK** button.
3. Select ***Default Setting*** and press the **OK** button.
4. Enter your PIN-Code.
5. When default setting is completed, the installation wizard pops up automatically and assists channel search.

8. Software Update

In order to maintain proper performance of the product, it is essential to have the most up-to-date software. Visit the Humax website to check the latest news and newly released software versions. – http://www.humaxdigital.com. It is recommended that you periodically check for the availability of software update.

8.1 OTA (Over the Air)

OTA, an abbreviation of ***Over–the-Air***, is a standard for the transmission of software through a broadcast system.

OTA is simply an alternative method for downloading software versions. However, the manufacturers reserve the right for deciding the release of the software for their products by beaming the latest software versions over the air via satellite. Note that OTA is only limited to certain geographical regions mainly due to different antennas having different footprints(area where the signal can be received). The software update via satellite will only occur under the following circumstances.

1. The equipment should have appropriate loader software.

Caution:

- Please note that if normal loader software is not equipped, the product may not be updated or operate properly after software update.

2. The manufacturer decides to release the software via a designated satellite.
3. The equipment must be tuned properly to the same antenna equivalent to that of the manufacturer.
4. Update software when the signal strength and quality is high. If the weather is not favorable, and the signal strength and quality are not recommendable, perform the software update later.

Caution:

- Please be careful to keep the power on and the power cord plugged in during software update. If the power is off during software update, fatal damage may be caused to the product.
- Please be careful not to pull out the signal line (LNB cable) during software update. Update may be interrupted and the product may not operate.

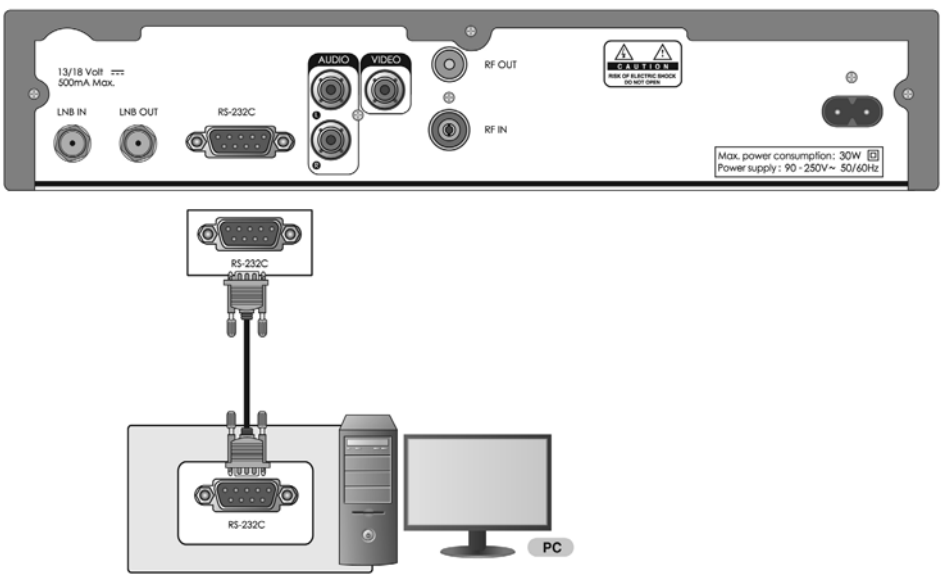
Caution:

- It may take 5 ~10 minutes to update software.
- Other functions will not activate while software update takes place.
- You cannot schedule recording during software update.The installation wizard pops up automatically and assists channel search.

8.2 Software Update from PC

You can connect your product to the PC directly and update your software by transferring the new software from the PC. Follow these steps to download new software from PC to this product.

1. Download the new software file equivalent for this product model from the Humax website (http://www.humaxdigital.com).
2. Download and install the download tool.
3. Connect your PC to this product with an RS-232C serial cable.
4. Execute the installed download tool and follow the instructions provided.
5. Power On/Off to start operating.



9. Appendix

9.1 Trouble Shooting

Before contacting your local service centre, please read the tips below carefully. If the problem persists after completing the following procedure, please contact your local product distributor or service centre for further instructions.

1. **No message displayed on the front panel. (The product will not switch on.)**
   - Check the main power cable and make sure it is plugged into a suitable power outlet.
   - Check that the mains supply is switched on.
   - Check that the power switch is on at the rear of the product. (where applicable)
   - Connect the power cable to a different power outlet.
2. **No picture on TV set**
   - Make sure that the product is powered on and in operation mode. (Press the **STANDBY** button)
   - Make sure that the AV cable is firmly connected to the TV.
   - Make sure that the antenna cable is properly connected to the product.
   - Make sure that the antenna setting in the menu is correct.
   - Check the brightness level of the TV.
   - Check if the channel is currently on air. Contact the broadcaster to ensure that the channel is running.
3. **Poor picture/sound quality**
   - Install the antenna in an obstacle-free place.
   - Make sure there is no mobile phone or microwave oven near the product.
   - Keep the power and the antenna cable for the satellite apart from each other.
   - Check the signal levels and adjust your antenna if the level is too low. The signal level may be affected by weather conditions.
   - Check that your dish alignment is correct.
   - Change the satellite dish for a larger one as this will increase the signal levels received.
   - Replace the LNB with a lower noise factor in cases where the noise factor is too high.
   - Replace the LNB with a new one in case it is damaged or out of order.

Note: If the antenna is covered with snow or the RF is weakened by heavy rain, the condition of the sound and picture may temporarily be poor. However, the poor sound and picture quality due to weather conditions cannot be accepted as a malfunction of product.

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4. **No or poor sound**
   - Check that your AV cable is connected correctly.
   - Check the volume levels of your TV set and the product.
   - Check if the product or TV is on mute.
   - Check audio type or soundtrack option in the AV menu.
5. **Remote control does not operate.**
   - To control the product, the top end of the remote control should point directly towards the receiving part of the product.
   - Remove and reinsert the batteries in the remote control.
   - Replace the batteries in the remote control for a new set.
6. **Cannot make reservations.**
   - Check that no previous reservations are conflicting with the new reservation.
   - Check that the product is switched on at the time of the reservation.
7. **No PIN-Code information is given.**
   - The default PIN-Code is always 0000.
   - The default PIN-Code is 1234 for Parental Control. (IR-ACE II UBI only)
   - The default PIN-Code is 8272 for Channel List and Installation. (IR-ACE II UBI only)
8. **Channel search does not work.**
   - Make sure that the antenna setting in the menu is correct.
9. **Cannot update new software.**
   - You can get an update. If the product does not show a message requesting update, that means no software is available.
10. **Cannot watch scrambled channels.**
    - Check that you have the appropriate Smartcard. Reinsert the Smartcard and make sure it initializes correctly.
    - Check in the menu that the product is detecting the Smartcard.
    - Check in the menu that you have a valid and working subscription to the channels you wish to view.
    - Ensure that the Smartcard is not damaged.
11. **Cannot watch pay channels.**
    - Check in the menu that you have a valid and working subscription to the channels you wish to view.
    - Contact your network operator for more information.

9. Appendix

9.2 Error Message

Error message	Possible causes	What to do
No or bad signal	The satellite dish is not pointing at the satellite.	Adjust dish alignment.
	Signal is too weak.	Increase the LNB voltage or connect a signal amplifier.
	Satellite dish is too small.	Change to a larger dish.
	Problem with LNB.	Change the LNB.
	Wrong antenna setting.	Set the antenna correctly.
The channel is scrambled or not available.	The channel has a signal, but no audio or video is provided.	Confirm if the channel is currently on air.
	The channel has not been deleted by broadcasting company.	Remove the channel from the channel list and check for new transponder details.
	The channel is for data broadcasting.	The channel cannot be viewed with the appropriate model that supports data channels.
	Smartcard is not plugged in.	Insert Smartcard.
	Wrong Smartcard is in use.	Insert the appropriate Smartcard for the channel(s) you wish to view.
	Smartcard is not plugged in correctly.	Reinsert Smartcard; ensure that it is inserted correctly.
	Smartcard is damaged.	Contact your Smartcard retailer or channel broadcaster for a Smartcard replacement.
Audio not available.	The channel has a video signal, but no audio is provided.	Press the audio button on your remote control to confirm that the channel has audio options.
Short LNB	LNB cable is short.	Replace LNB Cable.
	LNB is internally short.	Replace LNB.
	LNB In port is inserted by alien substance or damaged.	Remove the alien substance and contact local service center in case damage has occurred.

9.3 Specification

Tuner & Channel	
Input Connector	IEC 169-24 female (F-Type)
Frequency Range	950MHz to 2150MHz
Signal Level	-25 to -75 dBmV
LNB Power & Polarization	Vertical: 13.5V Horizontal: 18V Current: Max. 500mA, Overload Protection
22kHz Tone	Frequency: 22±4kHz Amplitude: 0.6±0.2V
DiSEqC Control	Version 1.0/1.2/2.0 Compatible, USALS
Demodulation	QPSK
Input Symbol Rate	1~45 Ms/s
FEC Mode	1/2, 2/3, 3/4, 5/6 and 7/8
MPEG Transport Stream A/V Decoding	
Transport Stream	MPEG-2 ISO/IEC 13818
Profile Level	MPEG2 MP@ML
Video Input Rate	15 Mbit/s Max
Aspect Ratio	4:3, 16:9
Video Resolution	720 x 576, 720 x 480
Audio Decoding	MPEG-2 Audio/MusiCam Layer I & II
Audio Mode	Single/Dual/Joint stereo/Stereo
Memory	
Flash Memory	2 Mbytes
Graphic (MPEG)/System DRAM	16 Mbytes
RF Modulator	
RF Input/Loopthrough output	75 Ω, IEC 169-2
Frequency	47 ~ 862 MHz
Output Channel	CH 21~69
TV Standard	PAL B/G/I/D/K

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A/V & Data In/Out	
Video	1 Output RCA (CVBS)
Audio	2 Output RCA (Audio L/R)
RS-232C	9 pin Socket type
Power Supply	
Input Voltage	90~250V AC, 50/60Hz
Type	SMPS
Power Consumption	Operation - Max. 30W Standby – Max. 9W
Protection	Separate internal fuse & Lightning protection
Physical Specifications	
Size	260 x 50 x 182 mm
Weight (Net)	1.2 Kg
Operating Temp	0 ºC to +45 ºC
Storage Humidity	5%~95% RH (Non-condensing)

9. Appendix

9.4 Service and Support

Information concerning troubleshooting, software upgrade and product support is provided in the following websites and call centers.

Should your product require warranty service, please contact HUMAX to obtain the appropriate authorization.

HUMAX Call Center

Germany

Tel:	01805-778870 (€0,14/min)
Opening Hours:	Mo-Fr 8:00-23:00 Uhr, Sa-So 8:00-20:00 Uhr
E-mail:	support@humax-digital.de
Website:	www.humax-digital.de
Language:	Deutsch/English/Turkish

UK

Tel:	0870 247 8800
Opening Hours:	Mon-Fri 8:30-21:00
E-mail:	uksupport@humax-digital.co.uk
Website:	www.humax-digital.co.uk
Language:	English

Middle East (Dubai, UAE)

Tel:	+971 (0)4 359 2323
Opening Hours:	Sat-Wedn 09:00-18:00
	Thurs 09:00-14:00 (Closed on Fri)
E-mail:	callcenterME@humaxdigital.com
	http://www.humaxdigital.com/arabia/support
Website:	www.humaxdigital.com
Language:	Arabic/English

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Australia

Tel:	1800 613 011
Opening Hours:	Mon- Fri 9:00-17:30
E-mail:	techinfoau@humaxdigital.com
Website:	www.humaxdigital.com/australia
Language:	English

Italy

Tel:	899 100 080 (€1+ VAT/min)
Opening Hours:	Local time in Italy (GMT+1)
	Mon-Fri 8:00 – 18:00
Language:	Italian

Sweden

Tel:	+46 (0)550 85527
Opening Hours:	Mon-Fri 8:00-16:30
Language:	Swedish/English

Finland

Tel:	+358 9 56186 130
Opening Hours:	Mon-Fri 8:00-16:00
Language:	Finnish/English

Austria

Tel:	0820 400675 (€0,14/min)
Opening Hours:	Mon-Sun 8:00-23:00
E-mail:	support@humax-digital.de
Website:	www.humax-digital.de
Language:	Deutsch/English/Turkish

Note: For hardware repair, please visit our website.